

## ROUTING AND RECORD SHEET

DDA SUBJECT FILE COPY

SUBJECT: (Optional)

Transactional Cost Task Force

DDA/REG  
LOGGED

FROM:

EXA/DDA  
7D24 OHB

EXTENSION

NO.

DDA 0549-89

DATE

1 April 1989

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S  
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

STAT 1.

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DDA REGISTRY

FILE: 104-107-33

ORIG: EXA/DDA

Distribution:

Orig - Adse w/att

1 - DDA Subject w/att

1 - DDA Chron w/o att

1 - EXA Chron w/att

DDA 89-0549  
1 April 1989

MEMORANDUM FOR: See Distribution

FROM:

Executive Assistant to the DDA

SUBJECT: Transactional Cost Task Force

1. Attached are copies of submissions from each office, except the Office of Security, pertaining to ranking the options for the Service Directory concept. As I am sure you will all understand [redacted] was other focused, but he did provide me with a ranking which is the scratch sheet attached. You will also note that some of the attachments did not rank the items 1 through 4 and that in telephone calls with the participants we arranged it in a 1 through 4 ranking. You will also note that OIT selected two choices for number 1 rankings. Nothing is easy! At any rate, I assigned four points for a number 1 ranking; three to a number 2, etc.; except for OIT's, for which I gave their two first place choices four points and the others one point each. This system provided a total of 80 points. The results are:

Choice #1 - expand the existing telephone directory--30 points.

Choice #2 - Create a new reference document--20 points.

Choice #3 - Do nothing--17 points.

Choice #4 - An automated system--13 points.

Total--80 points.

This was one method of analysis and I invite your review and any additional analysis so we can discuss and perhaps decide a direction for this issue on 17 April.

Attachments

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OC-1002-89  
20 March 1989

STAT

MEMORANDUM FOR:

Executive Assistant to the DDA

STAT

FROM:

Acting Chief, Management and Plans Branch, OC-MLS

SUBJECT:

Key Services Phone Directory

In response to the question of what to do about a Directorate key services phone directory, here is my rank order list of choices:

a. Do not "reinvent the wheel"; stop working on the current effort. (Agree)

b. Direct DA Offices to submit input to OIT in support of expanding the Agency's current functional phone directory to include key services. (Agree)

c. Suggest research and development of an automated "help" data base on the Headquarters mainframe computer system. (Agree)

d. Continue to work on and complete a DA key services directory. (Disagree)

STAT



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ADMINISTRATIVE - INTERNAL USE ONLY

30 March 1989

STAT

MEMORANDUM FOR:

FROM:

SUBJECT: Responses for 17 April

Sorry for the delay in response to your request. As to ranking the four options presented on the services directory, I would place them in the following order:

Opt. A - Don't Do it - 2

Opt. B - Do it in undetermined Form - 4

Opt. C - Expand Function Directory of Agency book - 1

Opt. D - Provided Automated Help Database - 3

The only comments I can contribute are based on the excellent new Agency phone directory that is out now. I think it is a step in the right direction and if we can provide more info in the same document it is a definite plus.

The Automated Database sounds good, but would provide problems in terms of size and availability. It seems that having it at your desk (not all of us have terminals on our desks) is best solution.

Thanks,

STAT

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27 March 1989

STAT

MEMORANDUM FOR:

FROM: Lee S. Strickland

SUBJECT: Transactional Costs

This is in response to your request for OIT views on the transactional cost item concerning a "DA Services Guide".

After viewing the draft submissions from the various offices, it seems that we have been talking about three different items:

- o a quick reference guide
- o a functional directory  
(i.e. an expanded and detailed reference guide)
- o a services guide which explains HOW one requests and receives services.

We have also noted that many of the offices are publishing currently some form of a guide or directory and that the current Agency telephone book contains a rather detailed functional section.

Thus, with respect to the four options we discussed at the last meeting: It would seem wasteful to duplicate in essence what is in the current telephone directory. If the "functional" section needs improvement, the various DA and other offices could provide that information to OIT for inclusion in the quarterly directory updates. What would be useful however is a "services guide" which explains HOW and WHERE one receives services; they might range from the relatively simple to the complex; examples might include:

- o How one gets something printed by OL/P&PG
- o How one gets clearances passed to or from the Agency
- o How one gets a terminal or telephone installed

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- o How one gets IT equipment repaired
- o How one sends a cable
- o How one handles visitors
- o How one orders books, technical pubs.

Thus, this is a vote for a mixture/modification of options (b) and (c). We can improve the functional portion of the Agency telephone directory (via input from the various offices) and we should publish something new, but not duplicative of what is already published -- we suggest a "services guide" which details the WHO, WHAT, WHEN, WHERE and HOW of the IMPORTANT (maybe 40-50?) services offered by the DA or by non-DA but of general importance to the Agency.

Lee S. Strickland

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C O N F I D E N T I A L

DDA 89-0549

1 April 1989

MEMORANDUM FOR: See Distribution

STAT

FROM:

[redacted]  
Executive Assistant to the DDA

SUBJECT: Transactional Cost Task Force

STAT

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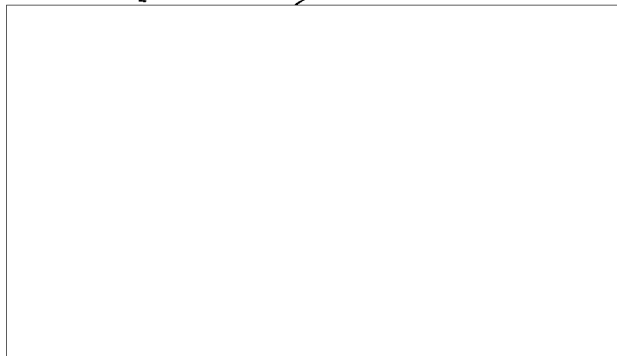
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STAT

Attachments.



C O N F I D E N T I A L



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28 March 1989

NOTE FOR: Executive Assistant to the DDA

FROM:

[Redacted]

Executive Officer, OL

SUBJECT: DA Reference Guide

My ranking of options for the DA Reference Guide is as follows:

1. Expand Agency phone book.
2. Create an automated data base.
3. Print Reference Guide as originally planned.
4. Do nothing.

[Redacted]

ADMINISTRATIVE - INTERNAL USE ONLY

15 March 1989

MEMORANDUM FOR: ExA/DDA

VIA: Director of Medical Services

FROM:

SUBJECT: OMS' Functional Directory "Votes"

-Per your instructions to the Transactional Costs Task Force meSTATs the following represents OMS' rank ordered choices of the alternatives for functional directory presented at yesterday's meeting.

1. Create a New Reference Document.

Unquestionably, this options represents OMS's first choice. It has the promise of combining descriptions of services and instructions on procedures with a comprehensive index and/or highlights of the "fifty commonly asked questions." It would represent a coordinated, Director wide effort, include non-DA services, address consistency in coverage, treat instances where two or more Offices share responsibilities for the same topic (e.g., reporting of injury by accident to both OP and OMS).

2. Expand the Existing Functional Listing in the Agency Directory.

While this option would at least point people in the right direction (toward one of several viable directions), it would lack descriptive information of services and procedures; the user could find himself no as unenlightened as with only the existing Agency Directory. We believe that if this option is selected, it should be augmented by requiring each Office to construct its own functional directory

3. Rely Solely Upon Individual Office Directories.

As above, this alternative each Office would be required to construct own functional directory; it represents a distant third choice for OMS. It suffers in that (a) there is no guarantee of consistency in treatment depth, or completeness among the directories, (b) there would be nothing to indicate instances where two or more Offices share responsibilities for the same topic, and (c) no account is made for Agency-wide services offered by components outside the DA.

4. Construct an Automated Data Base Representing the Directory.

For reasons presented during the Task Force meeting, this alternative represents a high-cost, long-term, developmental effort with questionable payoff, particularly in its accessibility. This might be considered an independent addition to any of the other alternatives, but we do not

believe that it should stand on its own.

STAT



## ADMINISTRATIVE - INTERNAL USE ONLY

27 March 1989

MEMORANDUM FOR: Executive Assistant to the DDA

SUBJECT: DA Service Directory

FROM: 

OP Representative

1. I vote to expand the Functional Directory that is now part of the Agency Telephone Directory. Almost everyone in the Agency has used the Functional Directory at one time or another, especially when the Agency was smaller and it was updated more frequently. Since the Directory is now loose-leaf and can be corrected more easily, I imagine that it will be relied upon more heavily.

2. We should include as much cross-referencing as possible (think of "all" the ways one might attempt to look for a particular piece of information). We should also probably include the information you received from non-DA offices.

3. Each DA office should be responsible for seeing that para 2 above is taken care of for their particular functions. If there is overlap between offices, I guess we would need to discuss. After everything is as we think it should be, maybe we should meet (for a day) and try to finish this up quickly, adding and subtracting where necessary. I imagine that the Task Force would have to complete its work before we could request individual office approvals.

4. As an aside--if the use of the Functional Directory is not now included in clerical training courses, we should request that this training be given in AOPP.

Per Telecom 3/27

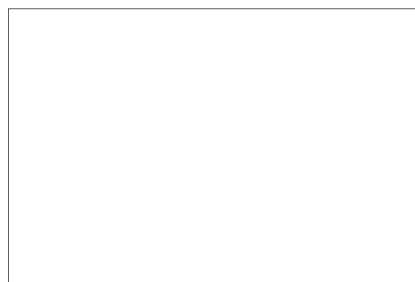
Renn

- 1.) Expand Functional
- 2.) Do Re Service Dir in some form
- 3.) work on an AOP service system
- 4.) no reply.

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- 1) expand Reserve
- 2) ~~DDA~~ Services
- 3) do not,
- 4) Data:

STAT



OTE 89-2502  
21 March 1989

MEMORANDUM FOR: Executive Assistant to the DDA

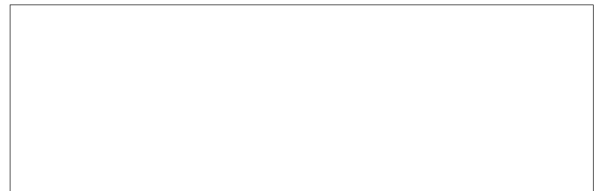
FROM:

Chief, Training Support Division, OTE

SUBJECT: Vote on DA Handbook

1. After researching the pro's and con's of the four options for a DA Handbook, I recommend that we do nothing at the DA level, but that we provide guidance for improvements based on information collected during the Task Force's research to the publisher's of individual office handbooks and the Agency Telephone Directory.

2. The attachment to this memorandum provides a gisting of the pro's and con's I considered.



## Options for DA Handbook

### 2 1. Do Nothing at DDA Level and Rely on Existing Office Handbooks and Telephone Directory.

#### PROS

- o Decentralizes responsibility for info updates
- o Builds on existing products thereby causing least work.
- o Provides indepth breakout - lots of details.

#### CONS

- o Not all offices have a handbook that can be passed around.
- o Even those that are prepared do not get wide distribution.
- o Does not "advertise" these services in a new and unique way.

### 3 2. Define a New Handbook and Prepare It.

#### PROS

- o Consolidates info into a single source document that could receive wide distribution.
- o Would serve as an excellent public relations tool for the DDA and other components that provide Agency-wide services.

#### CONS

- o Would be difficult to get agreement as to what should go into the document.
- o Would be difficult to keep up to date in terms of contents.
- o Would contain only basics or major services, causing dissatisfaction with what is left out.

### 1 3. Refine Existing Telephone Book.

#### PROS

- o Makes use of an existing document that already recieves wide distribution.
- o Telephone book is already recognized as an authoritative source.
- o Refining the existing telephone book would require only a little effort.

#### CONS

- o Telephone book belongs to someone else who may not want us to give them advice.
- o Telephone book has its own style that may not conform to what we want. It may be difficult to change that style.



4 4. Develop a Computer file of Services with a Key Word Search Capability.

PROS

- o Would provide the most flexible capability to search through key words to find the right service.
- o Would encourage the concept of corporate data and computer systems "for the people".
- o Would be able to provide decentralized inputs and let the components share in the work.

CONS

- o Would require considerable programming and maintenance effort. Probably equates to at least one man year of effort.
- o Would cause dissatisfaction among employees who do not have access to VM, where the program would probably reside.
- o Since changes are not controlled by a central point, they may not be reliably done.